

CUSTODIAL SERVICES FOR W.G. HUXTABLE PUMPING PLANT

1. SCOPE: This Performance Work Statement (PWS) sets forth requirements for custodial services at W.G. Huxtable Pumping Plant. The plant consists of the main pumping station, one storage building, one maintenance building, asphalt parking lot and parking areas adjacent to the buildings.

2. APPLICABLE DOCUMENTS

2.1 OCCUPATIONAL SAFETY AND HEALTH ACT (OSHA) - Full compliance with Federal Law, DoD, Army Regulations requiring safety are applicable. All work under this contract shall comply with the latest version of the U.S. Army Corps of Engineer Safety and Health Requirements Manual, EM 385-1-1, and Occupational Safety and Health Act (OSHA) Standards in effect on the date of the solicitation. No separate payment will be made for compliance with EM-385-1-1, nor for compliance with any of the other safety-related special requirements.

2.2 ENVIRONMENTAL PROTECTION AGENCY (EPA) - Full compliance with environmental and hazardous waste management laws, rules, and regulations, when propagated by Federal Government, Federal agencies, the State of Arkansas and local Government.

3. REQUIREMENTS: The contractor shall provide all management, tools, equipment, and labor necessary to ensure that custodial services are performed at W.G. Huxtable Pumping Plant, Marianna, Arkansas. The contractor shall at all times provide adequate supervision of his employees to ensure complete and satisfactory performance of all work in accordance with the terms and conditions of the contract. Details as to the minimum frequency at which the services are to be performed are outlined in Technical Exhibit 1. The contractor shall be required to assign, as a minimum, three(3) full time employees on a daily basis, except for weekend work. One of these employees shall be designated as a working foreman and one employee an alternate working foreman. All three employees shall work an eight hour work day, as specified above, and shall ensure that substitute workers are available in the case of employee sickness or emergency.

3.1 WORK HOURS. Work shall be between 07:30 a.m. and 4:00 p.m., Monday thru Friday, excluding national holidays. There will be periods of weekend work during the pumping season when it will be necessary for offices, kitchen and break room to be serviced as specified below. All work shall be coordinated with the Pumping Plant Superintendent to fit necessary custodial work hours on weekends during the pumping season. Weekend work could be anytime, typically between November and June, inclusive.

3.2 BASIC CLEANING SERVICES: All cleaning tasks shall be accomplished to meet the requirements of this PWS and Technical Exhibit 1. The contractor shall maintain each facility to the standards established in this contract. Services listed below may not be required for some or

any of the buildings listed in the schedules. The Government will furnish all cleaning supplies and electrical services.

3.2.1 Entrances. Entrances and porches shall be scraped and/or mopped to remove debris. Work shall include removal of all debris within ten (10) feet of all entranceways. Clean-up area shall be measured from building foundations to ten (10) feet outside perimeter.

3.2.2 Floors. All floors accessible to floor machines shall receive floor maintenance. After receiving floor maintenance, the entire floor shall have a uniform coating of nonskid floor finish, have a uniform, glossy appearance, and be free of scuff marks, heel marks, and other stains and discoloration. All floor maintenance solutions shall be removed from baseboards, furniture, trash receptacles, corners, wall abutments, baseboards and areas behind radiators and pipes etc. Chairs, trash receptacles and easily movable items shall be moved to maintain floors underneath these items. All moved items shall be returned to their proper position when all operations have been completed. Floor maintenance includes the techniques of sweeping, dust mopping, damp mopping, wet mopping, dry buffing, and spray buffing as required to achieve the above stated results. The techniques used depend upon the materials, equipment, and personnel used to do the job. The contractor needs to apply these techniques only to the portion of the floor needing work to bring the entire floor up to the standard unless it is necessary to apply the techniques to the entire floor to bring it up to the standard. Wax is applied to floor surfaces that have been cleaned.

3.2.2.1 Sweep/Dust Mop Floors. All accessible floor surface areas shall be swept or dust mopped. After the floor has been swept or dust mopped, the entire floor surface, including corners and abutments shall be free of litter, dust, and debris. Chairs, trash receptacles and easily movable items shall be moved to maintain floors underneath these items. All moved items shall be returned to their proper position when all operations have been completed.

3.2.2.2 Mop Floors. All accessible floor areas shall be damp and/or wet mopped. Chairs, trash receptacles and easily movable items shall be moved to maintain floors underneath these items. All moved items shall be returned to their proper position when all operations have been completed. After being mopped, the floor shall have a uniform appearance with no streaks, swirl marks, detergent residue, or any evidence of soil, stains, film debris, or standing water. There shall be no splash marks or mop streaks on furniture, walls, baseboards, etc., or mop stands remaining in the area. Do not mop wood or carpeted floors.

3.2.3.2 Walk-off Mats. The contractor shall vacuum/clean interior and exterior walk-off mats. After vacuuming or cleaning, mats shall be free of all visible lint, litter, and soil. Carpet style mats entrance mats shall be vacuumed to remove soil and dirt and to restore resiliency of the carpet pile. Rubber or polyester entrance mats shall be swept, vacuumed, or hosed-down and then dried to remove soil and grit. Soil and moisture underneath entrance mats shall be removed and mats returned to their normal location.

3.2.4 Stairways. All floor surfaces shall be maintained and all lint, dust, dirt, and debris removed. Grease and grime shall be removed from metal or rubber stair guards, handrails, and baseboards. The contractor shall remove all marks, dirt, smudges, scuffs, and other foreign matter from adjoining stairwell walls to provide or maintain a clean, uniform appearance.

3.2.5 Furniture and Upholstered Furniture. All horizontal surfaces, such as window sills, window blinds, hand rails, wood strips, door frames, exposed piping, light fixtures, covers and diffusers, ceiling and walls within six feet from the top of the finished floor shall be free of lint, dust, dirt, cobwebs, marks, finger prints, smudges, and other accumulated soils. Items on furniture tops are to be dusted and replaced, however, items on desktops such as papers are not to be disturbed. Upholstered furniture shall be free of dust, dirt, lint, other stains and discoloration and shall be kept free of all visible lint, litter, soil and imbedded grit.

3.2.6 Drinking Fountains. Clean and disinfect all porcelain and polished metal surfaces, including the cabinet, percolator orifices and drains. After cleaning, the entire drinking fountain shall be free from streaks, stains, spots, smudges, scale and other obvious soil.

3.2.7 Trash. All trash receptacles including all administrative and office areas shall be emptied and returned to their initial location with contractor provided plastic liners. Any obviously soiled or torn plastic trash receptacle liners in such receptacles shall be replaced. Boxes, cans, papers placed near a trash receptacle and marked "TRASH" shall be removed. All debris or liquids remaining in a trash receptacle due to a leaky plastic trash bag shall be removed. Trash shall be disposed of in a secured plastic bag. The contractor shall pick up any trash that may fall onto the facility or grounds during the removal of such trash collection. All refuse collected shall be disposed of in the nearest trash dumpster outside the building. Unless otherwise indicated, trash shall be emptied from all wastebaskets. Dirty trash receptacles shall be washed inside and out and shall be odor free.

3.2.8 Interior Glass Surfaces. Includes all glass partitions, walls, mirrors, and adjacent trim. It does not include glass surfaces that are an integral part of the outer wall of the building. After cleaning there shall be no traces of dust, dirt, smudges, film, tape, streaks, watermarks, or other foreign matter.

3.2.9 General Spot Cleaning. Contractor personnel shall perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to the removing of, or cleaning of smudges, fingerprints, marks, streaks, spills, etc., from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, door handles, pushbars, kickplates, and fixtures. Germicidal detergent shall be used in restrooms, locker rooms, break areas, and drinking fountains. After spot cleaning, the surface shall have a clean, uniform appearance; free of streaks, spots, and other evidence of removed soil. Janitor's closets shall be kept neat and orderly with restocking materials and cleaning solutions.

3.3 CLEANING OF LATRINES: All cleaning tasks shall be accomplished to meet the requirements of this PWS and Technical Exhibit 1. The contractor shall maintain each facility to the standards established in this contract. This may require contractor services at more frequent intervals, such as re-supplying latrines to ensure adequate supplies are available.

3.3.1 Clean and Disinfect. Completely damp clean and disinfect all surfaces of mop sinks, wash bowls, toilet bowls and seats, urinals, lavatories, showers, shower mats, dispensers, plumbing fixtures, saunas, partitions, door, walls, polished exposed piping, mirrors, and other such surfaces, using germicidal detergent. Disinfect all surfaces of partitions, stalls, stall doors, entry doors (including handles, kickplates, ventilation grates, metal guards, etc.), and wall areas adjacent to wall mounted lavatories, urinals, and toilets. After cleaning, receptacles will be left free of deposits, dirt, smudges and streaks, soap film, dust, soils, graffiti, scum, and odors. All bright metal finishes such as faucets, pipes, fittings and hardware shall be kept in a bright and clean condition.

3.3.2 Descal Showers, Toilet Bowls, and Urinals. Services include cleaning and disinfecting as indicated in paragraph 3.2.1 above, which are performed prior to descaling. Descaling shall be performed as required, but at least monthly. After descaling, the entire surface shall be free from streaks, stains, scale, scum, urine deposits, mineral deposits, and rust stains.

3.3.3 Sweep and Mop Floor. After sweeping and mopping, the entire surface shall be free from litter, dust, and foreign debris, including grout. Grout on wall and floor tiles shall be free of dirt, scum, mildew, residue, etc. Floors shall have a uniform appearance without streaks, swirls, marks, detergent residue, or any evidence of soil, stain, film, or standing water. Easily moveable items shall be tilted or moved aside to sweep and damp mop underneath. Restroom floors shall be stripped, scrubbed, waxed, etc., as necessary, to maintain sanitary conditions and a clean, uniform appearance. Glazed ceramic tile is scrubbed only.

3.3.4 Remove Trash. All trash receptacles, to include those receptacles used for feminine hygiene waste, shall be emptied and returned to their initial location with contractor provided plastic liners. Any obviously soiled or torn plastic trash receptacle liners in such receptacles shall be replaced. Boxes, cans, papers placed near a trash receptacle and marked "TRASH" shall be removed. All debris or liquids remaining in a trash receptacle due to a leaky plastic trash bag shall be removed. Trash shall be disposed of in a secured plastic bag. The contractor shall pick up any trash that may fall onto the facility or grounds during the removal of such trash collection. All refuse collected shall be disposed of in the nearest trash dumpster outside the building. Unless otherwise indicated, trash shall be emptied from all wastebaskets. Dirty trash receptacles shall be washed inside and out and shall be odor free.

3.3.5 Re-supply Latrines. Contractor shall ensure restrooms are stocked so that supplies (paper towels, toilet paper, and soap) do not run out and that dispensers are in working order. At

a minimum, each restroom will be stocked at the frequency established in Technical Exhibit 1. Supplies shall be stored in designated areas or off-site at contractor's facility. No overstocking shall be allowed. If supplies run out prior to the next service date, the contractor shall refill within one day of notification.

3.4 PERIODIC CLEANING:

3.4.1 Strip, Scrub, Seal, and Wax Floors. The contractor shall strip, scrub, seal, and wax floors as necessary to maintain a uniform glossy appearance. The contractor shall perform all tasks associated with the stripping, scrubbing, sealing, and waxing of the floor surface. A non-skid wax is required. A uniform glossy appearance is free of scuff marks, heel marks, wax build-up, and other stains and discoloration.

3.4.2 Outside Cleaning. At various times during the year there may be a large, dead insect buildup under lights on all three buildings. Dead insects shall be removed from around the buildings and discarded in a proper place. Various Government equipment will be available to assist in the insect removal, i.e. front-end loader, wheel borrow, shovels, etc.

3.5 EMERGENCY OR SPECIAL EVENT CLEANING:

3.5.1 Emergency Cleaning. Upon notification by the Contracting Officer, the contractor shall respond within 1 hour. The contractor shall perform emergency cleaning required due to broken or leaking pipes, sinks, toilets or other occurrences requiring immediate corrective action to restore an area to its normal state of cleanliness and appearance. Emergency cleaning will be 100% inspected.

3.5.2 Special Event Cleaning. Special events may require an extra effort on the part of the contractor. These events include VIP visits, Inspector General team visits, and other events determined by the Contracting Officer. Cleaning services include any work identified above. The Contracting Officer will notify the contractor as soon as the requirement is known, but no less than 24 hours prior to the event. Notification may be verbal, followed by a delivery order. If the notification is written, the contractor shall date and initial the notification upon receipt, and if required, provide the Government a plan for completion of the special event cleaning within 1 workday. Special event cleaning will be 100% inspected.

3.5.3 Weekend Cleaning. There will be periods of weekend work during the pumping season when it will be necessary for offices, kitchen and break room to be serviced as specified below. All work shall be coordinated with the Pumping Plant Superintendent to fit necessary custodial work hours on weekends during the pumping season. Weekend work could be anytime, typically between November and June, inclusive. Weekend cleaning will be 100% inspected.

4. QUALITY CONTROL/QUALITY ASSURANCE: The contractor shall establish a quality control program to assure the requirements of the contract are provided as specified. The Contractor's Quality Control Program shall be provided to the Contracting Officer in accordance with the Contract Report Requirements.

4.1 CONTRACTOR QUALITY CONTROL: The Contractor shall furnish a "Custodial Inspection Report" (Monthly Inspection Form to be submitted to and approved by Contracting Officer or his representative before use) containing a list of all services as required by this contract for each building/area receiving custodial services. The Contractor or his project manager shall conduct inspections at each building after completion of custodial services. Inspection shall occur not less often than once each cleaning day, to assure all elements or required services are properly performed and the building/area is being maintained at a level that meets the quality and performance standards of these specifications. The Contractor's custodial personnel will initial the form upon completion of service each day, corresponding with the tasks they have individually performed that cleaning day. The Contractor or his project superintendent and supervisory personnel shall initial the form daily verifying the services performed were completed in accordance with and meet the quality and performance standards of these specifications.

4.1.1 Once a month (the first working day) the Contractor's supervisory personnel shall post in each building or working area, at a location predetermined by the Contracting Officers Representative (COR) or the Government's Contract Inspector, a properly prepared inspection form. A "properly prepared" form shall show the building or area, all services to be performed during the month (daily, weekly, monthly, or quarterly) and space for custodial and supervisory personnel to initial daily to indicate that service was performed that day. Additionally, space shall be provided for the Contract Inspector to make periodic general comments concerning services performed.

4.1.2 The Contractor shall arrange the custodial inspection report, and any attached sheets, in numerical order by building number and deliver them to the responsible Contract Inspector no later than 4:00 p.m., the fifth work day of each month. These forms shall be used to substantiate the Contractor's monthly invoice for services rendered. Each completed form shall be endorsed by the Contractor or his duly authorized representative with the following statement: "I certify all services were performed in accordance with, and meet the quality and performance standards of the specifications and all other terms and conditions of this contract."

4.2 QUALITY ASSURANCE SURVEILLANCE PLAN (QASP): The purpose of this plan is to prescribe the responsibilities, procedures, techniques, criteria and guidelines for the routine quality assurance, assessing the contractor's (CTR) performance for determining performance under the contract for W. G. Huxtable Pumping Plant, Marianna, Arkansas. Any changes to this plan must receive prior approval from the Contracting Officer (CO).

4.2.1 Applicability: This plan, together with related contractual provisions, is applicable to and shall be used by all Government personnel involved in the surveillance of the Contractor's performance.

4.2.2 Responsibilities: The overall responsibility for implementation and maintenance of this plan rests with the Contracting Officer's Representative (COR). During contract surveillance, the day-to-day routine interface between the Division of Installation Support (DIS), Contracting Officer and the Contractor is the responsibility of the COR/ACOR.

4.2.2.1 The COR is responsible for ongoing Contractor surveillance in accordance with this plan, the contract and instructions from the Contracting Officer; acquiring data as specified in surveillance plan and other data necessary to the evaluation of the Contractor's performance.

4.2.2.2 Consolidating Data: Data and preparing written reports for the Contracting Officer relative to the Contractor's performance will be prepared by the COR.

4.3 CONTRACT SURVEILLANCE PROCEDURES

4.3.1 Technical Exhibit 1: Contains a Performance Requirement Summary (PRS) for each effort to be inspected. The PRS will be assigned to the COR who will be the point of contact for this surveillance and take full responsibility for this surveillance.

4.3.2 Gathering Data: The COR is responsible for gathering all required data, performing the surveillance, completing all documentation required, maintaining the surveillance folder and keeping the Contracting Officer informed of significant problems or accomplishments.

4.3.3 Surveillance: Each surveillance will be performed in accordance with (IAW) guidance in this plan. If for any reason the plan must be changed it is the responsibility of the COR to head this effort. The COR may appoint Quality Assurance Evaluators (QAE) to perform Contractor surveillance

4.3.4 Surveillance Data: All surveillance data will be completed monthly and provided to the COR no later than the 10th day of the following month.

4.3.5 Conference: The COR will schedule a conference with the Contractor, the Contracting Officer and the COR after the 10th day of the month. The purpose of this conference is to discuss performance, provide direction and reach mutual solutions for resolution.

4.4 PROCEDURES

4.4.1 Reviews and Assessments: The COR will make frequent reviews and assessments of the Contractor's performance as set forth in this plan. These reviews will be based on personal observations; available data derived from reports, and other verifiable Contractor information.

4.4.2 Deduction Formula: Line item amount x (times) bid deduction percentage x (times) number of rejections divided by the sample size equals dollars deducted for service.

Example: $10,000 \times 100\% \times 3/5 = 6,000$

DAILY

The contractor shall sweep, dust, mop and vacuum daily the following areas:

- a. The three(3) offices and shop located on the main operating floor.
- b. The kitchen, break room, hallway and one office located on the floor below the main operating floor.
- c. All halls and stairways connecting the main operating floor to the second floor and the center section of the main operating floor itself.
- d. All areas leading to the main entrances.

The contractor shall clean the latrine areas on a daily basis. All surface areas, partitions and doors shall be damp wiped once a day. All wash basins, toilets and urinals shall be cleaned and sanitized daily. No rust, encrustation or water rings shall be allowed to form. All paper towels, hand soap and toilet paper receptacles shall be serviced on a daily basis and refilled as needed. All waste baskets shall be emptied and liners replaced and wiped clean.

The contractor shall clean and sanitized all drinking fountains and eye stations on a daily basis.

The contractor shall empty all trash baskets or other waste receptacles daily and disposed of as directed by the Contracting Officer

The contractor shall keep clean and in a neat and orderly condition the kitchen and break room areas. These areas shall be cleaned thoroughly after 2:30 p.m. daily or as directed by the Contracting Officer.

WEEKLY

The contractor shall sweep, dust, mop and vacuum, as required, once a week all other areas not specified above, located on the main operating floor, or as directed by the Contracting Officer.

The contractor shall sweep the storage buildings and maintenance shop floors once a week or as directed by the Contracting Officer.

BI-WEEKLY

The contractor shall clean all windows and glass portions of all buildings once every other week, or as directed by the Contracting Officer.

MONTHLY

The contractor shall wipe clean the "180" level and concrete walkway under the pipe gallery once a month. During times in which the station is in operation, the contractor shall clean these areas as directed by the Contracting Officer.

SEMI-ANNUAL

The contractor shall clean and wax all tile or linoleum covered floors semi-annually.

Technical Exhibit 1